

Provider Activity

12 Month Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	118	114	4%
	Admits	54	44	23% ▲
	Discharges	43	53	-19% ▼
	Service Hours	1,661	1,608	3%
	Bed Days	9,406	9,085	4%

▲ > 10% Over 1 Yr Ago ▼ > 10% Under 1Yr Ago

Unique Clients by Level of Care

Program Type	Level of Care Type	#	%
Mental Health	Residential Services	57	48.3%
	Case Management	32	27.1%
Addiction	Residential Services	32	27.1%
Forensic MH	Crisis Services	9	7.6%

Consumer Satisfaction Survey

(Based on 70 FY12 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ Participation in Treatment		94%	80%	92%
✓ Respect		90%	80%	91%
✓ Quality and Appropriateness		87%	80%	93%
✓ General Satisfaction		86%	80%	92%
✓ Access		86%	80%	88%
✓ Overall		83%	80%	91%
● Outcome		75%	80%	83%
● Recovery		67%	80%	79%

Satisfied %
 Goal %
 0-80%
 80-100%
 Goal Met
 Under Goal

Client Demographics

Age				Gender			
	#	%	State Avg		#	%	State Avg
18-25	2	2%	▼ 17%	Male	77	65%	60%
26-34	7	6%	▼ 22%	Female	41	35%	40%
35-44	15	13%	20%				
45-54	46	39%	▲ 24%				
55-64	37	32%	▲ 13%				
65+	10	9%	4%				
Ethnicity				Race			
	#	%	State Avg		#	%	State Avg
Non-Hispanic	97	82%	74%	White/Caucasian	57	48%	▼ 64%
Hisp-Puerto Rican	11	9%	12%	Black/African American	53	45%	▲ 17%
Hispanic-Other	7	6%	7%	Other	7	6%	15%
Unknown	2	2%	7%	Am. Indian/Native Alaskan	1	1%	1%
Hispanic-Cuban	1	1%	0%	Asian			1%
Hispanic-Mexican			0%	Multiple Races			1%
				Hawaiian/Other Pacific Islander			0%
				Unknown			2%

Unique Clients
 State Avg
 > 10% Over State Avg
 > 10% Under State Avg

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	14	14	0%
Admits	2	1	100% ▲
Discharges	-	2	-100% ▼
Service Hours	201	296	-32% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation	<div><div></div></div>	14	100%	85%	80%	15% ▲

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services	<div><div></div></div>	14	100%	90%	90%	10%

Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data	<div><div></div></div> 100%	98%

On-Time Periodic	Actual	State Avg
✓ 6 Month Updates	<div><div></div></div> 100%	59%

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

Actual | Goal ✓ Goal Met Below Goal

* State Avg based on 52 Active Supportive Housing – Development Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	18	16	13%	▲
Admits	3	3	0%	
Discharges	3	1	200%	▲
Service Hours	264	277	-5%	

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation	<div><div></div></div>	18	100%	85%	80%	15% ▲

Service Utilization

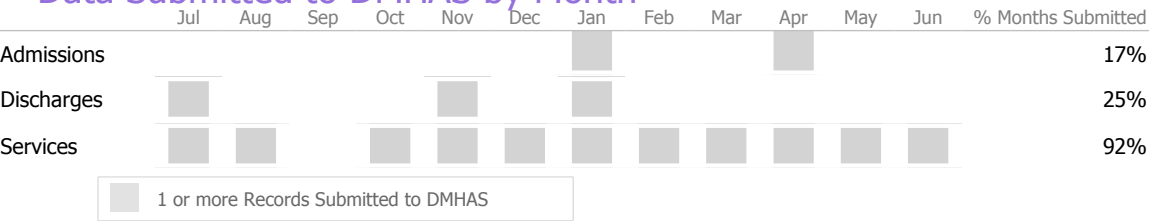
	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services	<div><div></div></div>	15	100%	90%	90%	10%

Data Submission Quality

Data Entry		Actual	State Avg
✓ Valid NOMS Data	<div><div></div></div>	100%	98%

On-Time Periodic		Actual	State Avg
✓ 6 Month Updates	<div><div></div></div>	100%	59%

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

Actual

Goal

Goal Met

Below Goal

* State Avg based on 52 Active Supportive Housing – Development Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	19	25	-24% ▼
Admits	12	14	-14% ▼
Discharges	6	18	-67% ▼
Bed Days	3,855	3,842	0%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	97%

On-Time Periodic	Actual	State Avg
6 Month Updates	100%	74%

Cooccurring	Actual	State Avg
MH Screen Complete	92%	78%
SA Screen Complete	92%	77%

Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	100%	99%
Valid Axis V GAF Score	100%	96%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		5	83%	60%	59%	23% ▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support		17	89%	60%	77%	29% ▲
Stable Living Situation		19	100%	95%	92%	5%
Improved/Maintained Axis V GAF Score		14	100%	95%	55%	5%
Employed		0	0%	25%	7%	-25% ▼

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
Avg Utilization Rate		13	540 days	0.7	81%	90%	96%	-9%

■ < 90%
 ■ 90-110%
 ■ >110%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions													58%
Discharges													42%

1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under

Actual Goal Goal Met Below Goal

* State Avg based on 68 Active Supervised Apartments Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	9	8	13%	▲
Admits	5	6	-17%	▼
Discharges	7	4	75%	▲
Bed Days	726	1,033	-30%	▼

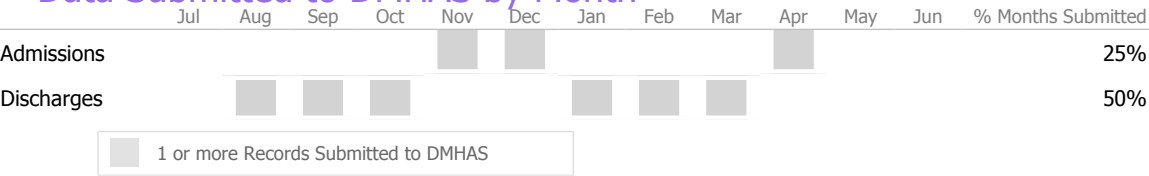
Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✔ No Re-admit within 30 Days of Discharge	<div><div></div></div>	7	100%	85%	100%	15% ▲
	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Follow-up within 30 Days of Discharge	<div><div></div></div>	3	75%	90%	85%	-15% ▼

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
● Avg Utilization Rate	<div><div></div></div>	3	220 days	0.3	66%	90%	69%	-24% ▼
<div><div>< 90%</div><div>90-110%</div><div>>110%</div></div>								

Data Submitted to DMHAS by Month



▲ > 10% Over

▼ < 10% Under

Actual

Goal

✔ Goal Met

● Below Goal

* State Avg based on 4 Active Respite Bed Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	42	48	-13% ▼
Admits	8	10	-20% ▼
Discharges	8	14	-43% ▼
Service Hours	729	738	-1%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		4	57%	50%	57%	7%

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support		38	90%	60%	79%	30% ▲
✓ Stable Living Situation		41	98%	85%	93%	13% ▲
✓ Improved/Maintained Axis V GAF Score		33	97%	95%	53%	2%
● Employed		2	5%	25%	10%	-20% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		34	100%	90%	96%	10%

Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data		98%

On-Time Periodic	Actual	State Avg
✓ 6 Month Updates		80%

Cooccurring	Actual	State Avg
✓ MH Screen Complete		86%
✓ SA Screen Complete		86%

Diagnosis	Actual	State Avg
✓ Valid Axis I Diagnosis		97%
✓ Valid Axis V GAF Score		94%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions													33%
Discharges													58%
Services													92%

1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under

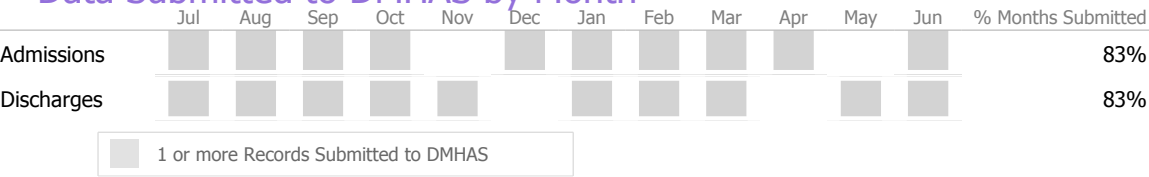
Actual Goal Goal Met Below Goal

* State Avg based on 54 Active Residential Support Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	32	23	39%	▲
Admits	24	10	140%	▲
Discharges	19	14	36%	▲
Bed Days	4,825	4,210	15%	▲

Data Submitted to DMHAS by Month



* State Avg based on 4 Active Other Programs